State Of Montana

Agency IT Plan

Office of Commissioner of

Higher Education

FOR FY2010 - FY2015 IT PLAN UPDATE

Should you have any questions or comments regarding this template, or desire additional copies, please contact:

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INFORMATION TECHNOLOGY SERVICES DIVISION

Dick Clark, CIO

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EXECUTIVE SUMMARY

The Office of the Commissioner of Higher Education (OCHE) consists of two principal operations: the Montana Guaranteed Student Loan Program (MGSLP) and the Commissioner's Office, both located in the Higher Education Complex at 2500 Broadway Street, Helena, MT.

MGSLP is the state guarantor for the Federal Family Education Loan Program. Its mission is to provide financial access to students pursuing postsecondary educational goals. The program is expected to reduce defaults, collect outstanding dollars due on defaulted loans, provide financial aid information to citizens, provide training and information to schools and lenders, and simplify the process for customers. MGSLP employs approximately 44 staff and maintains a small set of servers to manage intra-office operations and to manage a large number of transactions related to student loan service and information. Phones are managed through ITSD and the state system.

The administrative operations of the OCHE employs approximately 46 staff who coordinate, monitor, and provide assistance to MUS campuses and staff in financial, academic, and related policy matters. It also administers the self-insured group program covering over 14,000 members, tax sheltered annuity programs, optional retirement programs, flexible spending accounts, employee assistance programs, health promotion programs, safety programs, and related activities. It negotiates all MUS collective bargaining agreements and provides system-wide support for human resource issues. It administers several federal grant programs such as Perkins, GEAR-UP, and TRIO. It also provides staff to the Board of Regents and handles approvals for all academic programs in the university system and provides legal services to the Board of Regents and serve as lead counsel for the MUS. The OCHE maintains a small number of servers to manage intra-office operations and to support collaborative projects with the MUS campuses. Phones are managed through ITSD and the state system.

The goals and objectives outlined in this plan include acquisition of scholarship processing and tracking software for MGSLP and increasing bandwidth for OCHE, which will in turn improve access to the MUS data warehouse, provide the ability for OCHE to utilize video conferencing and access to streaming media content on the internet, and will help ensure that the necessary bandwidth exists to support a growing SharePoint environment. Planned IT expenditures for both the MGSLP and administrative operations of the OCHE consist of routine maintenance of computers and software and planned end-of-lifecycle replacement of individual desktop computers.

SECTION 1: AGENCY CONTACT INFORMATION

Agency Name:

Role: Plan Owner

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SECTION 2: AGENCY IT MISSION

2.1 Agency IT Mission Statement

To support the OCHE service mission by promoting, developing, delivering, and facilitating the use of information technology services and resources.

SECTION 3: AGENCY SECURITY PROGRAM

3.1 Security Program

Security awareness is an ongoing activity. Emails from IT staff are regularly sent out to alert users of the latest vulnerabilities and threats or to provide security-related information and helpful tips. We are working on developing a presentation for annual security awareness training for all staff.

All system and application software is maintained at their latest appropriate version or patch level by utilizing auto updating capabilities. Software programs that do not have auto update capabilities are monitored for updates which are applied on an individual basis.

Incoming and outgoing email is scanned for viruses and spam and certain types of files are blocked from coming in or going out. Desktop antivirus software is set to automatically update virus definitions and periodically scan local drives, in addition to providing real time on-access scanning.

All servers are located in a physically secure and climate controlled environment. Access is only allowed by key card and is limited to authorized IT staff. Servers are scanned monthly for vulnerabilities in configuration or operation. Regular server backups are performed and individual users who store data on their local drives are encouraged to periodically backup their data. Sensitive information is stored either on a local, unshared disk or on a secured server which requires a login to access.

Old PC's and laptops are typically donated to public schools, but are completely sanitized and all data is destroyed using Department of Defense standards.

4.1 Goals

Goal Number 1: Improve Network Efficiency

ITG 1   Increase network bandwidth for OCHE

Description: Improve efficiencies and reduce travel costs by increasing bandwidth.

Benefits: What benefits are realized and who realizes the benefits? Reduced cost, improved employee and program efficiencies, as well as customer satisfaction with related information and availability of services.

Which state strategic goal(s) and/or objective(s) does your goal address? Continue to encourage and promote the use of innovative technologies for delivering government services.

Supporting Objective/Action

ITO 1-1   Improve Data warehouse Access

Describe the business requirements or business problem driving this objective.   Maintain a system-wide data warehouse for measuring goals in Board of Regents' Strategic Plan, collecting and reporting official enrollment, developing linkages with K-12 and workforce data, and producing and monitoring the MUS Operating Budgets.

Describe the benefits to be derived from the successful completion of this objective. Increased ability to manage and maintain remote warehouse servers, less down time of systems, and increased ability to provide accurate and timely data regarding the Montana University System.

Describe the anticipated risks associated with this objective. (e.g., risks associated with inaction or not completing this objective; risks associated with completing this objective). Maintaining the servers takes longer. Inability to efficiently obtain data and run reports from the data warehouse.

What is the timeframe for completion of this objective? Before the end of 2010.

Describe the critical success factors associated with this objective; i.e., how will you know when it has been successfully completed? Increased use of technology and reduction in amount of time it takes to produce data and reports.

Supporting Objective/Action

ITO 1-2   Use Desktop Video Conferencing

Describe the business requirements or business problem driving this objective. Organize and facilitate Board of Regents meetings, various other campus wide meetings, and training opportunities.

Describe the benefits to be derived from the successful completion of this objective. Cost savings in travel and increase in staff efficiency.

Describe the anticipated risks associated with this objective. (e.g., risks associated with inaction or not completing this objective; risks associated with completing this objective). Users do not have fast enough bandwidth to utilize video conferencing, nor to access streaming media on the internet, which is becoming more and more prevalent as a service and information delivery mechanism.

What is the timeframe for completion of this objective? Before the end of 2010

Describe the critical success factors associated with this objective; i.e., how will you know when it has been successfully completed? Increased use of technology and reduction in travel expenses.

ITO 1-3   SharePoint

Describe the business requirements or business problem driving this objective. Facilitate collaboration with OCHE and campuses for development and maintenance of common course numbering as required by the transfer initiative project. Assist with other types of collaborative projects, such as development of operating budgets. Enable OCHE and campuses to have a common document repository to share information.

Describe the benefits to be derived from the successful completion of this objective. Increase in system-wide staff efficiency and possible reduction in travel costs.

Describe the anticipated risks associated with this objective. (e.g., risks associated with inaction or not completing this objective; risks associated with completing this objective). We are increasingly adding more users to our SharePoint environment, which creates additional network traffic and may result in reduced response times from the servers.

What is the timeframe for completion of this objective? 2010

Describe the critical success factors associated with this objective; i.e., how will you know when it has been successfully completed? Increased use of technology; possible reduction in travel costs.

Goal Number 2:

ITG 2   Scholarship Processing and Tracking Software

Description: Software that would process scholarship applications, disburse, track, and provide reports for the various state grant and scholarship programs, including the Quality Educator Forgiveness Program.

Benefits: What benefits are realized and who realizes the benefits? After the initial outlay for the software, the State benefits because costs can be contained. The significant benefit is the ongoing ability to administer these programs efficiently and effectively.

Which state strategic goal(s) and/or objective(s) does your goal address?

Supporting Objective/Action

ITO 2-1   Acquire Scholarship Processing and Tracking Software

Describe the business requirements or business problem driving this objective. The advent of new scholarship programs such as the Governor's Scholarship means we must award, track, and reconcile these grants and scholarships. Scholarship administration is complex and difficult. Each new year adds a new cohort to track and report on. In the first year or two of a new scholarship, tracking can be done using standard software such as Excel or Access. As tracking, reporting, and reconciling becomes more complicated with the addition of new cohorts, more sophisticated software is necessary.

Describe the benefits to be derived from the successful completion of this objective. Continued ability to administer scholarship programs that benefit Montana residents, long-term savings to the state due to gains with processing, better tracking and reporting, and improved compliance. MGSLP will be able to successfully award, track, and report on the scholarship programs it administers.

Describe the anticipated risks associated with this objective. (e.g., risks associated with inaction or not completing this objective; risks associated with completing this objective). The software may not meet every possible need and some processing will still need to be done by hand. The software may not work as anticipated or may require additional FTE to support it.

What is the timeframe for completion of this objective? Uncertainty in the student loan world and the impact it will have on MGSLP revenue has delayed the RFP and purchase of scholarship software. Pending federal legislation will ultimately determine the exact timing of this purchase, but MGSLP hopes the RFP and purchase can be completed by the end of FY 2011 so that purchase of software could be

completed and implemented by year end 2011.

Describe the critical success factors associated with this objective; i.e., how will you know when it has been successfully completed? The transfer of existing data to the new software and the awarding of scholarships for the 2010-2011 academic year.

SECTION 5: IT INITIATIVES (FY2010 – FY 2015)

5.1 IT Initiatives

Initiative 1 - Title:

Description:

EPP Number (if applicable):

Initiative 2 - Title:

Description:

EPP Number (if applicable):

Initiative 3 - Title:

Description:

EPP Number (if applicable):

Initiative 4 - Title:

Description:

EPP Number (if applicable):

SECTION 6: ENTERPRISE ALIGNMENT

6.1 State Strategic Plan for IT Alignment

Please indicate which Communities of Interest your agency plans to be involved in. Agencies are asked to select at least one, but can select as many as needed. Further planning work by the communities of interest will take place following submission of agency IT plans.

☐ Government Services

☐ Public Safety

☐ Human Resources

☐ Environmental

☑ Education

☐ Economic

☐ Cultural Affairs

☐ Finance

SECTION 7: EXPENDITURES

7.1 Planned Agency IT Expenditures

Expense Category	FY2010		FY2011		FY2012		FY2013		FY2014		FY2015
Personal Services	342,642		346,530		351,728		357,004		362,359		367,794
Operating Expenses	144,543		147,434		150,383		153,390		156,458		159,587
Initiatives											
Other expenditures											
Totals	487,185		493,964		502,110		510,394		518,817		527,381

SECTION 8: ENTERPRISE IT INVENTORY

8.1 Inventory Update

Has the Agency updated their IT Inventory Database as outlined in Section 8 of the instructions? __Yes_____

Date that Agency last updated their IT Inventory: __3-15-2010_____

SECTION 9: ADDITIONAL INFORMATION - OPTIONAL